

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: FINANCE CLERK II – CUSTOMER SERVICE
BILLING/CUSTOMER SERVICE DIVISION
FINANCE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of moderate to complex customer service, clerical, and accounting tasks in accordance with governmental accounting standards in the Billing/Customer Service Division of the Finance Department. Work involves handling the responsibility for all customer billing inquiries; providing meter information to Meter Readers; reviewing and adjusting bills; mailing bills; performing backups of all the files on the billing server which includes the Water and Sewer billing system, business license, dog tags, car tags, meal tax, and out-of-town builders; printing credit card payments from email and assigning dates to be entered into the computer system; serves as backup support for water and sewer billing function; and performs billing tasks on an as needed basis. Reports to the Deputy Finance Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Finance Clerk II's perform a variety of moderate to complex customer service, clerical, and accounting tasks according to assigned work and/or supervisor. Duties may include the following:

Performs a variety of customer service duties in person and over the telephone; assists customers with account changes and billing questions; researches to help customer service to explain billing to customers; answers more complex billing questions for customers, Director of Finance, and Deputy Finance Director.

Assists with the design of automated fiscal programs; retrieves and updates files.

Writes a work order for various items needing follow-up; schedules appointments with Meter Readers.

Prepares check requests for customer refunds.

Coordinates the collection of Water and Sewer payments; calculates interest on delinquent bills; assists in printing and mailing delinquent bills; prints labels for series of cut off notices which are sent to the Meter Readers to turn off for nonpayment.

Provides back up support for switchboard, and front counter cashier functions.

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Prepares adjustments to bills in accordance with department policies.

Refers customers to neighboring water jurisdictions as needed; works with other jurisdictions to resolve issues.

Prints letter for customer who have pools for their yearly adjustment on their water bill.

Performs all work with the State Debt Collection system; enters accounts; reviews data; initiates correspondence; answers questions upon request.

Receives and/or reviews various records and reports such as water bills, delinquent water accounts, work orders, correspondence from customers, cash receipts, adjustments, credit card and wire payments, meter reads, edits, etc.

Prepares and/or processes various records and reports such as check requests, adjustments to bills, letters, etc.

Refers to files Internet, telephone log, billing history, previous billing registers, previous yearly average report, previous winter quarter average report, street folders, policy and procedure manuals, computer manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as burster, two-way radio, telephone, fax machine, adding machine, computer, printer, postage machine, copy machine, etc.

Uses a variety of tools such as stamps, Internet, etc.; a variety of supplies such as labels, folders, dvd's, boxes, general office supplies, etc.; and a variety of computer software such as Turchetta, Microsoft Excel, Microsoft Word, Microsoft Access, etc.

Interacts and communicates with various groups and individuals such as the Finance Director/Treasurer, Deputy Finance Director, Finance Department employees, Meter Readers, Department of Public Works, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides switchboard relief.

Performs general administrative/office duties as required, including typing spreadsheets and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's Degree in business administration, or other relevant field, supplemented by one to two years of bookkeeping, administrative, or customer service experience; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including basic office machinery, computer, telephone, etc. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of five to ten pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisors.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, financial statements, correspondence, etc. Requires the ability to prepare financial reports, records, correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form. Requires the ability to learn and understand complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds and in a variety of technical and/or professional languages including accounting/budgeting.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Billing/Customer Service Division of the Finance Department as they pertain to the performance of duties of the Finance Clerk II – Customer Service. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the Department and of related departments and agencies. Has considerable knowledge of the functions and interrelationships of the department and other agencies. Has knowledge of modern office methods and practices, including record-keeping systems. Has excellent clerical and customer service skills. Has knowledge of computer applications and their utilization as related to tasks and responsibilities; is skilled in the use of computers for word processing. Is able to help compile, organize, and utilize a variety of financial information necessary in the preparation of department reports. Has knowledge of and skills in accounting. Is able to read and interpret all types of financial documents, reports, technical manuals, and related materials pertaining to the responsibilities of the job. Has knowledge of how to prepare financial reports, records, invoices, correspondence, and other accounting documents. Has the mathematical ability to handle required calculations accurately and quickly. Is able to offer assistance to co-workers and employees of other departments as required. Is able to use independent judgment as needed in performing routine tasks. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Is able to schedule daily activities and to establish short- and long-term priorities in order to meet established goals. Is able to learn and utilize new skills and information to improve job performance and efficiency.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all organization departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the organization.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, organization policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to organization policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

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Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with organization policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the organization.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the organization and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.